



2151

RECEIVED

APR 13 2001

Group 2100

[Handwritten signature]

ATTORNEY'S DOCKET NO: C0441/7160

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Lundy Lewis
Serial No: 09/577,224
Filed: May 23, 2000
For: METHOD AND APPARATUS FOR REACTIVE AND DELIBERATIVE
SERVICE LEVEL MANAGEMENT (SLM)

Assistant Commissioner for Patents
Washington, D.C. 20231

Transmitted herewith is/are the following document(s):

- [X] Information Disclosure Statement
- [X] Form 1449 w/references

If the enclosed papers are considered incomplete, the Mail Room and/or the Application Branch is respectfully requested to contact the undersigned at (617)720-3500, Boston, Massachusetts.

No fee is required. If the fee is insufficient, the balance may be charged to the account of the undersigned, Deposit Account No. 23/2825. A duplicate of this sheet is enclosed.

Respectfully submitted,

HEREBY CERTIFY THAT THIS CORRESPONDENCE IS DEPOSITED
WITH THE UNITED STATES POSTAL SERVICE AS FIRST CLASS
MAIL IN AN ENVELOPE ADDRESSED TO: ASSISTANT
COMMISSIONER FOR PATENTS, WASHINGTON, DC 20231

4-6-01
DATE

Therese A. Hendricks
THERESE HENDRICKS

By: *Therese A. Hendricks*
Therese A. Hendricks
Registration No. 30,389
Wolf, Greenfield & Sacks, P.C.
600 Atlantic Avenue
Boston, MA 02210
Tel. (617)720-3500

Docket No. C0441/7160
Dated: April 6, 2001
XNDD